

**TINJAUAN ISI STANDAR PROSEDUR OPERASIONAL
PENDAFTARAN PASIEN RAWAT INAP DI RUMAH SAKIT PANTI
WILASA CITARUM SEMARANG
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ABSTRAK

Berdasarkan hasil survei kepada beberapa petugas pendaftaran pasien rawat inap, petugas tidak melaksanakan peraturan isi Standar Prosedur Operasional. Petugas tidak melaksanakan penekanan tombol antrian, sehingga petugas memanggil sehingga petugas memanggil pasien secara langsung. Akibatnya antrian panjang. Tujuan penelitian umumnya adalah mendeskripsikan tentang tinjauan isi Standar Prosedur Operasional Pasien Rawat Inap di RS Pantiwilasa Citarum Semarang Tahun 2017. Jenis penelitian ini adalah deskriptif. Pendekatannya ialah *cros sectional*. Metode pengumpulan datanya meliputi observasi. Instrumen penelitian ini adalah observasi dan checklist. Sedangkan metode analisis datanya adalah deskriptif. Peneliti menemukan pada aspek ke 1 Standar Prosedur Operasional adalah petugas tidak melaksanakan pemencetan tombol antrian pendaftaran pasien rawat inap, maka perlu disediakan sarana pemencetan tombol antrian di pendaftaran pasien rawat inap agar petugas tidak perlu memanggil satu persatu pasien di TPPRI. Peneliti menyarankan melakukan sosialisasi Standar Prosedur Operasional dengan cara rapat atau diskusi dan pengkajian ulang terhadap isi Standar Prosedur Operasional supaya pelayanan di TPPRI bisa lebih baik, Perlu diadakanya pemencetan tombol antrian di pendaftaran pasien rawat inap, Supaya petugas yang ada di TPPRI mematuhi sistem yang ada di pendaftaran TPPRI

Kata Kunci : Kata Kunci : Isi Stanadr Prosedur Operasional (SPO), TPPRI

**REVIEW OF CONTENTS STANDARD OPERATIONAL PROCEDURES
FOR REGISTRATION OF INPATIENT PATIENTS IN SILARUM
CITARUM SEMARANG BEHAVIOR HOSPITAL IN 2017**

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ABSTRACT

Based on the results of interviews and observations with several admissions officers, inpatient registration service at Panti Wilasa Citarum Hospital Semarang was not good, because the officers do not fully implement the rules of Standard Operating Procedures and instead of pressing the queue button officers call the patient directly .in RS Panti Wilasa Citarum Semarang. This study was aimed to describe the implementation of Standard Operating Procedure for Inpatient registration at Panti Wilasa Citarum Hospital Semarang. This study is descriptive with cross sectional approach. The data was collected by observation and checklist. The method of data analysis is descriptive. The results showed that in the 1st aspect officers did not press queue button in the admission process of inpatients, so it is necessary to provide queue button in inpatients registration counter so that the officers do not need to call the patient directly in inpatients registration counter. Suggestion, The hospital do socialization by meeting or discussing and reviewing the contents of Standard Operational Procedure, so that service in Inpatient Registration Counter can be better, Officer should press queue button to call patient at Inpatient Registration Counter

Keyword : Kata kunci : Content of Standard Operating Procedure, Inpatient Registration Counter